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ABSTRACT

This document contains an introduction to the Ohio Integrated Technical and Academic Competency (ITAC) and Specialization ITAC; an overview of the dental assistant occupation; a list acknowledging professionals who helped develop the competency list; and the comprehensive list of the professional or occupational competencies deemed essential for graduates to be able to perform proficiently when they graduate from an Ohio specialization workforce development program for dental assistants. The introduction explains the following: (1) critical academic, employability, and information technology skills have been integrated throughout the list to support the technical skills; (2) the competency profile can be used as the basis for curriculum development in Ohio's secondary, adult, and postsecondary programs; and (3) the specialization competency profile is organized so that it can be clustered or grouped in a modular approach. The overview of the occupation, addressed to the reader considering preparing to be a dental assistant, describes general duties, some specific tasks, employment opportunities, length of program, type of program (classroom instruction and/or work experience), and types of certificates and/or degrees. The competencies are grouped under broader skills that are, in turn, categorized under these 13 major topics: dental assistant orientation; dental anatomy; infection control and hazards management; general health; emergency procedures; preventive dental assisting procedures; chairside assistance; dental specialties; dental laboratory procedures; dental office procedures; radiographic procedures; communications; and professionalism. (YLB)

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Updated Friday, September 14, 2001 01:26 PM

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Acknowledgements

Overview

23.01.00.0	Dental Assistant Orientation
23.02.00.0	Dental Anatomy
23.03.00.0	Infection Control and Hazards Management
23.04.00.0	General Health
23.05.00.0	Emergency Procedures
23.06.00.0	Preventive Dental Assisting Procedures
23.07.00.0	Chairside Assistance
23.08.00.0	Dental Specialties
23.09.00.0	Dental Laboratory Procedures
23.10.00.0	Dental Office Procedures
23.11.00.0	Radiographic Procedures
23.12.00.0	Communications
23.13.00.0	Professionalism

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Introduction to the Specialization ITAC

Revised 2001

The Ohio Integrated Technical and Academic Competency (ITAC) profiles are developed under the auspices of the Ohio Department of Education and the Ohio State Board of Education. They provide a broad-based educational response to Ohio's need for a skilled workforce. Each Specialization ITAC represents a profile of the professional or occupational competencies deemed essential for a graduate to perform proficiently when he or she graduates from the specialization workforce development programs in Business and Marketing, Industrial and Engineering Systems, Health Occupations, or Family and Consumer Sciences. The Specialization ITAC profile, in conjunction with the competencies identified in the Foundation and Clusters ITACs, provide a career pathway that can lead to employment or further education.

Process and Intent

The integrated competency lists are the result of all encompassing research and review of existing competency profile lists and includes input from industry, labor, professional organizations, professional and industrial representation, and national standards for a specific industry/profession. Representatives from a broad cross-section of Ohio professional organizations, businesses/professions, industry, and labor played a critical role in identifying current and future knowledge and skills for the industry, and defining the vision and scope of the profession/industry. The instructional methods and teaching strategies are the responsibility of the local school system and/or instructor.

Curriculum Applications Using the ITAC Competency Profiles

Each profile includes a comprehensive listing of occupational skill competencies that reflect the job opportunities and skills that are required to work in a specific profession/career pathway. Critical academic, employability and information technology skills have been integrated throughout the list to support the technical skills. These competency profiles will be used as the basis for curriculum development in Ohio's secondary, adult, and post-secondary programs. The specialization competency profiles are organized so that they can be clustered or grouped in a modular approach. Individual curriculum specialists can use the competencies profiles to develop instructional programs based on local needs as determined in conjunction with their local advisory committees. i.e., the specialization cluster academy approach. Final assessments will be designed to accompany each profile list and to accommodate student evaluation by modules.

Career Pathways | FasTrak ITACs

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Overview

Dental Assistant

If you like helping people, enjoy working with your hands as well as your mind, and want a job with responsibility, a career in dental assisting may be for you. The Dental Assisting program prepares students to become skilled members of the dental health care team. Assistants greatly increase the efficiency of the dentist in the delivery of oral health care and are valuable members of the dental care team.

The duties of the dental assistant are among the most comprehensive and varied in the dental office. The dental assistant performs a wide range of tasks requiring both interpersonal and technical skills.

Some specific tasks dental assistants may perform include: assisting the dentist provide oral health care during a variety of procedures; exposing and processing radiographs (x-rays); recording the patient's medical history and vital signs; preparing and sterilizing the proper instruments and equipment for the dentist's use; providing the patient with post-operative instructions following surgery or some other type of dental treatment; showing patients how to brush and floss; making impressions of patients' teeth for study casts; performing office management tasks, such as scheduling appointments, answering the telephone, billing, and inventory control; and performing basic procedures in the dental office laboratory, such as trimming models, polishing appliances, and fabricating temporaries.

Since most dentists employ two or three dental assistants, employment opportunities in this field are widespread. Many types of practice settings are available to dental assistants. For example, an assistant may choose to work in a private practice or a group practice. In addition, an assistant can work in a general dentistry or specialty practice, such as oral and maxillofacial surgery, orthodontics, endodontics, periodontics, prosthodontics, or pediatric dentistry.

Job opportunities also exist in public health facilities, federal government facilities, hospitals, dental school clinics, insurance companies, and vocational schools or community colleges and universities teaching others to become dental assistants. There are many advantages to a career in dental assisting. Dental assisting is a real challenge, demanding versatility and a willingness to assume responsibility for a variety of different tasks. If you want outstanding working conditions where you will be in demand, dental assisting may be a career for you.

The Dental Assisting program is an 8-month program of classroom instruction and clinical experience. A certificate of completion is awarded after fulfilling requirements of this program. In addition, an associate of applied science degree is available for graduates who wish to complete additional courses required for a degree. A faculty advisor in the Dental Assisting program should be consulted prior to entry in the program. The Dental Assisting program is accredited by the Commission on Dental Accreditation of the American Dental Association, a specialized accrediting body recognized by the Council on Postsecondary Accreditation and by the United States Department of Education. As a result of this, graduates are eligible to take the Dental Assisting National Board examination in General Chairside Assisting and upon successful completion will become Certified Dental Assistants.

23.00.00.0 Dental Assistant

23.01.00.0 Dental Assistant Orientation

23.01.01.0 Define Dental Assistant Profession

23.01.01.01 Outline the scope of the Dental Assistant profession
23.01.01.02 Identify the professional associations related to the Dental Assistant profession
23.01.01.03 Identify areas of specialization within the Dental Assistant profession
23.01.01.04 Identify the employment opportunities in the Dental Assistant profession

23.01.02.0 Determine necessary skills for Dental Assistant

23.01.02.01 Identify education and training required to work in the various Dental Assistant careers
23.01.02.02 Describe job titles and kinds of work techniques, processes and procedures a typical Dental Assistant might perform

23.02.00.0 Dental Anatomy

23.02.01.0 Examine basic dental related anatomy and physiology

23.02.01.01 Explain anatomy and physiology of body systems and how they relate to dentistry
23.02.01.02 Identify bones and major anatomic landmarks of the skull including the bone structure of cartilage, compact bone, spongy bone, and periosteum
23.02.01.03 Identify major anatomic landmarks of oral cavity
23.02.01.04 Describe gliding hinge action of temporo-mandibular joint
23.02.01.05 Identify major muscles of mastication and facial expressions, extrinsic muscles of the tongue, major posterior of muscles of the mouth and the floor of the mouth
23.02.01.06 Identify the major veins, arteries, and nerves of the face and mouth
23.02.01.07 Identify salivary glands and their ducts

23.02.02.0 Describe dental anatomy

23.02.02.01 Describe structure and formation of dentition
23.02.02.02 Explain specialized function and classification of the four types of teeth.

23.03.00.0 Infection Control and Hazards Management

23.03.01.0 Demonstrate knowledge of state and federal regulations governing infection control and hazards management

23.03.01.01 Identify how health care workers are protected by OSHA regulations
23.03.01.02 State current Environmental Protection Agency (EPA) regulations that apply to dental office
23.03.01.03 List current Ohio Dental Practice Act (ODPA) regulations that pertain to dental assistant
23.03.01.04 List references and resource materials related to infection control and hazards management (e.g., MSDSs, poison control toll-free number, Center for Disease Identify toll-free number, Ohio State Dental Board and Ohio Department of Health)

23.03.02.0 Practice personal safety and hygiene

23.03.02.01 Use eye protection and mask, or full face-shield, gloves, and protective clothing
23.03.02.02 Follow universal/standard precautions guidelines (CDC/OSHA)
23.03.02.03 Maintain personal health, hygiene, and appearance (e.g., inoculations)
23.03.02.04 Identify consequences of disregarding safety rules

23.03.03.0 Dispose of waste materials in compliance with OSHA and EPA regulations practicing universal/standard precautions

23.03.03.01 Differentiate between infectious waste and hazardous waste and appropriate disposal of each (e.g., mercury spills, amalgam scraps)
23.03.03.02 Dispose of paper and plastic supplies and gloves
23.03.03.03 Dispose of sharps and carpules (e.g., cartridges)

23.03.04.0 Maintain infection control of work area

23.03.04.01 Identify ways diseases are transmitted in dental environment
23.03.04.02 Comply with state and federal regulations regarding infection control and disease prevention
23.03.04.03 Open/maintain/close operatory (e.g., flush waterlines, maintain evacuation system)
23.03.04.04 Contain soiled protective clothing and towels
23.03.04.05 Clean/disinfect sink, counter surfaces, and non-sterilizable areas.
23.03.04.06 Check condition of floors (e.g., check for spills and dropped items from floors)

23.03.05.0 Maintain dental equipment and instruments in clean/sterile

23.03.05.01 Describe sterilization methods
23.03.05.02 Follow manufacturer's instructions for sterilizing and maintaining equipment
23.03.05.03 Follow manufacturer's instructions for use of disinfecting products
23.03.05.04 Predisinfect instruments
23.03.05.05 Sterilize instruments using sterilization equipment
23.03.05.06 Maintain infection control in cabinets and drawers
23.03.05.07 Store sterilized dental equipment, instruments, and supplies
23.03.05.08 Maintain/monitor sterilization equipment
23.03.05.09 Process records for biological monitoring devices
23.03.05.10 Maintain automatic and manual radiographic processing equipment

23.04.00.0 General Health

23.04.01.0 Obtain health histories

23.04.01.01 Interview patient to obtain initial medical and dental histories
23.04.01.02 Record new or updated information concerning medical and dental histories
23.04.01.03 Review patient's medical and dental histories with doctor
23.04.01.04 Alert doctor to changes in patient's medical history/medications
23.04.01.05 Confirm premedications with patient

23.04.02.0 Measure/record vital signs

23.04.02.01 Measure/record blood pressure
23.04.02.02 Measure/record pulse
23.04.02.03 Measure/record respiration
23.04.02.04 Measure/record heart rate
23.04.02.05 Measure/record temperature

23.05.00.0 Emergency Procedures

23.05.01.0 Perform medical emergency procedures

23.05.01.01 Maintain inventory and condition of medical emergency supplies and equipment
23.05.01.02 Identify procedures to be followed in the event of office emergencies
23.05.01.03 Acquire/maintain first-aid certification
23.05.01.04 Acquire/maintain cardiopulmonary resuscitation (CPR) certification
23.05.01.05 Record emergency treatment on patient's chart

23.05.02.0 Assist with dental emergencies

23.05.02.01 Assist with triage
23.05.02.02 Assist with emergency procedure (e.g. endodontic emergencies, periodontal emergencies, treatment of trauma, or complications related to oral surgery)

23.06.00.0 Preventive Dental Assisting Procedures

23.06.01.0 Assist with prophylaxis

23.06.01.01 Practice universal/standard precautions and infection control
23.06.01.02 Prepare prophylaxis and examination setup
23.06.01.03 Prepare saliva ejector or high vacuum evacuator (HVE)
23.06.01.04 Prepare patient for prophylaxis
23.06.01.05 Interact with patient (e.g., develop trust, explain dental procedures to be performed, encourage acceptance, answer questions)
23.06.01.06 Remove debris using a saliva ejector or HVE
23.06.01.07 Assist with scaling (i.e., ultrasonic, manual)
23.06.01.08 Record perio and carie charting
23.06.01.09 Assist chairside with cleaning and polishing of removable appliances
23.06.01.10 Pass/receive instruments and floss
23.06.01.11 Follow established procedures for aspirating, retracting, rinsing and drying oral cavity
23.06.01.12 Administer topical fluoride
23.06.01.13 Record information on patient's chart

23.06.02.0 Instruct patients about oral hygiene and nutrition

23.06.02.01 Follow manufacturer's instructions concerning storage and use of dental products
23.06.02.02 Prepare brushing and flossing setups
23.06.02.03 Demonstrate use of disclosing agents
23.06.02.04 Demonstrate recommended brushing and flossing techniques, and use of other hygiene aids
23.06.02.05 Provide patients with product information
23.06.02.06 Inform patients about adverse effects of specific oral habits (e.g., tobacco use, thumb sucking, bruxism) per doctor's instructions
23.06.02.07 Instruct patients in care and removal of fixed and removable appliances
23.06.02.08 Instruct patients about relationship between diet and dental health
23.06.02.09 Record treatments, patient instructions, referrals, and medications prescribed on each patient's chart
23.06.02.10 Describe concepts of preventive dentistry
23.06.02.11 Describe role of systemic fluorides

23.06.03.0 Assist with pharmacology and pain control

23.06.03.01 Explain pharmacology terminology
23.06.03.02 Describe components of a prescription
23.06.03.03 Identify signs and symptoms of drug abuse
23.06.03.04 Explain major routes of drug administration
23.06.03.05 Describe various drugs used in dentistry

23.06.04.0 Assist with pit and fissure sealants

23.06.04.01 Instruct patient concerning purpose of pit and fissure sealant
23.06.04.02 Follow manufacturer's instructions for storage and use of sealants
23.06.04.03 Prepare setup for pit and fissure sealant
23.06.04.04 Assist with sealant preparation
23.06.04.05 Assist with placement of sealant
23.06.04.06 Record treatment on patient's chart

23.07.00.0 Chairside Assistance

23.07.01.0 Prepare patients for examination or treatment

23.07.01.01 Secure patient's chart
23.07.01.02 Prepare operatory
23.07.01.03 Greet patient
23.07.01.04 Seat patient
23.07.01.05 Assist patients with special needs (e.g., physically challenged)
23.07.01.06 Review patient's health history
23.07.01.07 Explain treatment plan to patient
23.07.01.08 Position patient for examination or treatment
23.07.01.09 Drape patient according to treatment
23.07.01.10 Maintain clear field of vision for doctor
23.07.01.11 Position light
23.07.01.12 Provide instrument setup per dentist's request

23.07.02.0 Provide evacuation and retraction in compliance with OSHA, EPA

23.07.02.01 Practice universal/standard precautions
23.07.02.02 Interact with patient (i.e., observe and respond to apprehension)
23.07.02.03 Provide for patient safety and comfort during dental assisting procedures
23.07.02.04 Follow established procedures for placement, operation, and control of high-volume/low-volume
23.07.02.05 Retract tissue
23.07.02.06 Follow established procedures for operation of air-water syringe

23.07.03.0 Transfer instruments (four-handed dentistry)

23.07.03.01 Follow doctor's directions for transfer of instruments
23.07.03.02 Anticipate procedural steps
23.07.03.03 Grasp instruments during transfer according to position of use
23.07.03.04 Pass/receive instruments using established transfer zone
23.07.03.05 Maintain sequentially organized instrument tray

23.07.04.0 Assist with preliminary examinations

23.07.04.01 Practice universal/standard precautions
23.07.04.02 Prepare basic setup
23.07.04.03 Measure/record vital signs
23.07.04.04 Record/update patient's health history
23.07.04.05 Interact with patient
23.07.04.06 Prepare setup for preliminary impressions
23.07.04.07 Take preliminary impressions
23.07.04.08 Record oral condition on patient's chart
23.07.04.09 Assist with diagnostic tests and aids (e.g., dental photos, pulp tests, and take radiographs per dentist's orders)

23.07.05.0 Assist with the administration of anesthetics

23.07.05.01 Practice universal/standard precautions
23.07.05.02 Check patient's chart for health concerns (e.g., allergies, heart condition)
23.07.05.03 Prepare anesthetic setup
23.07.05.04 Load syringe per doctor's instructions
23.07.05.05 Interact with patient
23.07.05.06 Apply topical anesthetic
23.07.05.07 Monitor patient's respiration rate and behavior
23.07.05.08 Record treatment on patient's chart

23.07.06.0 Assist with the application of rubber dams

23.07.06.01 Practice universal/standard precautions
23.07.06.02 Prepare setup for rubber dam application and removal
23.07.06.03 Prepare rubber dam
23.07.06.04 Explain procedure to patient
23.07.06.05 Assist with placement of rubber dam in accordance with ODPA regulations
23.07.06.06 Remove rubber dam

23.07.07.0 Assist with anterior restoration and aesthetic dental procedures

23.07.07.01 Practice universal/standard precautions
23.07.07.02 Prepare operatory for procedure (e.g., composites, veneers)
23.07.07.03 Assist during cavity/tooth preparation
23.07.07.04 Assist with preparation, placement, and finishing of restoration materials
23.07.07.05 Record treatment on patient's chart

23.07.08.0 Assist with in-office bleaching procedures

23.07.08.01 Practice universal/standard precautions
23.07.08.02 Interact with patient
23.07.08.03 Record present shade of teeth
23.07.08.04 Follow manufacturer's directions for use of bleaching solution
23.07.08.05 Isolate teeth
23.07.08.06 Assist with solution application
23.07.08.07 Monitor bleaching process
23.07.08.08 Instruct patient in postoperative care
23.07.08.09 Record treatment on patient's chart

23.07.09.0 Assist with home bleaching procedures

23.07.09.01 Practice universal/standard precautions
23.07.09.02 Instruct patient in home bleaching procedure in accordance with doctor's orders
23.07.09.03 Record initial shade of teeth
23.07.09.04 Follow manufacturer's directions for use of bleaching solution
23.07.09.05 Prepare setup for impression
23.07.09.06 Take impression
23.07.09.07 Assist with taking impression
23.07.09.08 Pour model
23.07.09.09 Trim model
23.07.09.10 Fabricate tray
23.07.09.11 Trim tray
23.07.09.12 Record treatment on patient's chart

23.07.10.0 Assist with posterior restorations

23.07.10.01 Practice universal/standard precautions
23.07.10.02 Prepare operatory for procedure (e.g., amalgam restoration, composite procedure)
23.07.10.03 Assist during cavity preparation
23.07.10.04 Assist with preparation, placement, shaping and finishing restoration
23.07.10.05 Provide patient with postoperative instructions
23.07.10.06 Record treatment on patient's chart

23.08.00.0 Dental Specialties

23.08.01.0 Assist with pediatric dentistry

23.08.01.01 Practice universal/standard precautions
23.08.01.02 Interact with patient
23.08.01.03 Prepare operatory for procedure (e.g. examinations, fluoride applications, stainless steel crowns, space maintainers, pulpectomy procedures, sealant placement, extractions, and surgical procedures)
23.08.01.04 Assist with pediatric examination
23.08.01.05 Assist with topical fluoride application
23.08.01.06 Assist with placement of stainless steel crown
23.08.01.07 Assist with placement of space maintainer
23.08.01.08 Assist with pulpectomy procedures
23.08.01.09 Assist with pit and fissure sealant placement
23.08.01.10 Record treatment on patient's chart

23.08.02.0 Assist with orthodontics

23.08.02.01 Practice universal/standard precautions
23.08.02.02 Interact with patient
23.08.02.03 Prepare operatory for procedure (e.g., separation, impression, banding and bracketing, cementation and removal, and retainer)
23.08.02.04 Make preliminary impressions for diagnostic models
23.08.02.05 Preselect orthodontic bands and wires using diagnostic model
23.08.02.06 Assist with banding and bracketing procedures
23.08.02.07 Assist with removal of orthodontic bands
23.08.02.08 Assist with adjusting orthodontic appliances
23.08.02.09 Assist with replacing orthodontic arch wire
23.08.02.10 Prepare setup for placement of space maintainer or other orthodontic appliances
23.08.02.11 Instruct orthodontic patient about special preventive measures/orthodontic appliance care
23.08.02.12 Record treatment on patient's chart

23.08.03.0 Assist with endodontics

23.08.03.01 Practice universal/standard precautions
23.08.03.02 Interact with patient
23.08.03.03 Prepare operatory for procedure (e.g., examination, rubber dam placement, endodontic treatment, apiocoectomy or other endodontic surgery)
23.08.03.04 Assist with rubber dam placement
23.08.03.05 Assist with endodontic examination
23.08.03.06 Assist with opening of pulp cavity, removal of diseased pulp, and root canal enlargement
23.08.03.07 Measure reamers and files
23.08.03.08 Assist with irrigating and drying canal during endodontic procedures
23.08.03.09 Assist with placement of medicaments in pulp chamber of tooth
23.08.03.10 Assist with root canal filling
23.08.03.11 Remove rubber dam
23.08.03.12 Assist with endodontic surgery
23.08.03.13 Explain postoperative care to patient
23.08.03.14 Record treatment on patient's chart

23.08.04.0 Assist with oral surgery

23.08.04.01 Practice universal/standard precautions
23.08.04.02 Interact with patient
23.08.04.03 Prepare operatory for procedure (e.g., extraction, implant, surgical irrigation, incision and drainage, biopsy, and suture placement and removal)
23.08.04.04 Prepare patient for surgery
23.08.04.05 Take and record vital signs
23.08.04.06 Assist with anesthesia
23.08.04.07 Assist with intravenous sedation
23.08.04.08 Assist with analgesia (e.g., N2O)
23.08.04.09 Assist with extractions
23.08.04.10 Assist with implant
23.08.04.11 Assist with incision and drainage
23.08.04.12 Assist with surgical irrigation
23.08.04.13 Assist with biopsy
23.08.04.14 Assist with suturing
23.08.04.15 Give postoperative instructions
23.08.04.16 Remove sutures
23.08.04.17 Record treatment on patient's chart
23.08.04.18 Prepare setup for dry socket treatment
23.08.04.19 Assist with dry socket treatment

23.08.05.0 Assist with periodontics

23.08.05.01 Practice universal/standard precautions
23.08.05.02 Interact with patient
23.08.05.03 Prepare operatory for procedure (e.g., examination, scaling and curretage, surgery, and periodontal dressing)
23.08.05.04 Assist with periodontic examination
23.08.05.05 Assist with scaling and subgingival curettage
23.08.05.06 Assist with periodontal surgery
23.08.05.07 Place periodontal dressing
23.08.05.08 Remove periodontal dressing
23.08.05.09 Instruct patient in home care procedures
23.08.05.10 Record treatment on patient's chart

23.08.06.0 Assist with removable prosthodontics

23.08.06.01 Practice universal/standard precautions
23.08.06.02 Prepare operatory setup for procedure (e.g., impression, centric relationship, try-ins insertion, adjustments, and repair)
23.08.06.03 Make preliminary impression
23.08.06.04 Pour preliminary model
23.08.06.05 Constuct custom tray
23.08.06.06 Assist with final impression
23.08.06.07 Construct occlusal rims
23.08.06.08 Assist with occlusal registration and tooth selection
23.08.06.09 Assist with denture/partial try-in
23.08.06.10 Assist with denture/partial insertion
23.08.06.11 Instruct patient in prosthesis care
23.08.06.12 Assist with denture/partial adjustment
23.08.06.13 Assist with denture/partial repair
23.08.06.14 Record treatment on patient's chart

23.08.07.0 Assist with fixed prosthodontics

23.08.07.01 Practice universal/standard precautions
23.08.07.02 Interact with patient
23.08.07.03 Prepare operatory for procedure (e.g., impression, retraction, fabrication, adjustment and cementation ofprovisional, restoration, fabrication, and cementation of cast restoration)
23.08.07.04 Prepare patient
23.08.07.05 Make preliminary and opposing impressions
23.08.07.06 Assist with tooth preparation or preparation of tooth gingival retraction, final impression for crown or bridge, and shade selection
23.08.07.07 Assist with crown and bridge try-in
23.08.07.08 Assist with occlusal registration of restoration preparations
23.08.07.09 Fabricate and cement provisional restoration
23.08.07.10 Instruct patient in care and maintenance of provisional restoration
23.08.07.11 Assist with crown and bridge cementation
23.08.07.12 Assist with occlusal adjustment of restoration
23.08.07.13 Instruct patient in postoperative care
23.08.07.14 Record treatment on patient's chart

23.08.08.0 Contribute to public health dentistry

23.08.08.01 Identify various special populations needing oral health care and education
23.08.08.02 Identify resources for information concerning oral health care, including Internet resources
23.08.08.03 Present information on oral health care to school or community groups
23.08.08.04 Assist doctor in public health clinics, hospitals, schools, and nursing homes

23.09.00.0 Dental Laboratory Procedures

23.09.01.0 Fabricate gypsum models

23.09.01.01 Practice universal/standard precautions
23.09.01.02 Select gypsum material
23.09.01.03 Apply mathematical ratios
23.09.01.04 Pour models
23.09.01.05 Separate models
23.09.01.06 Trim models
23.09.01.07 Articulate models
23.09.01.08 Clean dental lab plaster trap
23.09.01.09 Fabricate provisional restorations on a model

23.09.02.0 Construct custom trays

23.09.02.01 Assemble materials and equipment
23.09.02.02 Adapt/prepare spacer medium
23.09.02.03 Adapt acrylic
23.09.02.04 Trim finished trays
23.09.02.05 Use vacuum former
23.09.02.06 Disinfect patient tray

23.09.03.0 Construct mouthguards

23.09.03.01 Assemble materials and equipment
23.09.03.02 Outline appliance on model
23.09.03.03 Follow safety procedures
23.09.03.04 Fabricate on vacuum performer
23.09.03.05 Trim mouthguard
23.09.03.06 Disinfect mouthguard

23.09.04.0 Manage the shipping and receiving of laboratory cases

23.09.04.01 Disinfect impression
23.09.04.02 Complete laboratory authorizations
23.09.04.03 Package cases for shipment to prevent breakage
23.09.04.04 Determine postage required
23.09.04.05 Coordinate receipt of laboratory cases with patients' appointment schedules

23.10.00.0 Dental Office Procedures

23.10.01.0 Perform reception duties

23.10.01.01 Open office
23.10.01.02 Monitor office neatness and safety standards
23.10.01.03 Manage reception area
23.10.01.04 Demonstrate telephone techniques
23.10.01.05 Greet/dismiss visitors and patients
23.10.01.06 Assist patients with special needs (e.g., physically challenged)
23.10.01.07 Screen non-patient visitors
23.10.01.08 Explain delays to patients
23.10.01.09 Operate office equipment
23.10.01.10 Maintain office equipment
23.10.01.11 Manage correspondence
23.10.01.12 Maintain patient record files
23.10.01.13 Close office

23.10.02.0 Protect workers from ergonomic injuries in both operatory and business office

23.10.02.01 Identify furniture and work practices that insure healthy ergonomic practices
23.10.02.02 Identify repetitive motion activities that might cause injury
23.10.02.03 Maintain posture to prevent injuries in dental office (e.g., sitting chairside assisting and at computer)
23.10.02.04 Lift/transport objects and materials in accordance with established safe practices

23.10.03.0 Manage information using computer applications

23.10.03.01 Access needed operating information using manufacturer's manuals, software documentation, and other reference materials
23.10.03.02 Power up/power down computer
23.10.03.03 Enter patient information
23.10.03.04 Save patient information
23.10.03.05 Print patient records
23.10.03.06 Generate backup files
23.10.03.07 Maintain office procedure manual with current information

23.10.04.0 Maintain appointment books

23.10.04.01 Prepare appointment book
23.10.04.02 Coordinate appointments (e.g., prophylaxis, posterior restoration, specialty treatments)
23.10.04.03 Maintain recall system
23.10.04.04 Confirm appointments
23.10.04.05 Make referral appointments for patients

23.10.05.0 Perform financial duties

23.10.05.01 Apply basic mathematical skills
23.10.05.02 Apply basic bookkeeping fundamentals
23.10.05.03 Interact with patients
23.10.05.04 Review insurance coverage with patients
23.10.05.05 Explain doctor's fees
23.10.05.06 Arrange financial agreements with patients
23.10.05.07 Post ledger entries
23.10.05.08 Prepare billing statements
23.10.05.09 Collect fees
23.10.05.10 Issue receipts and quick-claim forms
23.10.05.11 Maintain petty cash account
23.10.05.12 Prepare bank deposits
23.10.05.13 Verify invoices for accounts payable
23.10.05.14 Collect delinquent bills
23.10.05.15 Collect payments
23.10.05.16 Post payments
23.10.05.17 Maintain accounts receivable
23.10.05.18 Maintain accounts payable
23.10.05.19 Process credit card transactions
23.10.05.20 Prepare checks for doctor's signature
23.10.05.21 Prepare payrolls
23.10.05.22 Reconcile bank statements
23.10.05.23 Reconcile cash and receipts
23.10.05.24 Prepare schedules of accounts receivable
23.10.05.25 Prepare schedules of accounts payable
23.10.05.26 Complete financial reports
23.10.05.27 Process third-party/insurance forms
23.10.05.28 Report treatment information using established procedure codes
23.10.05.29 Set up system to track claims
23.10.05.30 Log/track claims
23.10.05.31 Maintain file of insurance claim forms

23.10.06.0 Maintain inventory and supplies

23.10.06.01 Apply basic mathematical skills
23.10.06.02 Implement inventory control system in compliance with OSHA/EPA regulations
23.10.06.03 Monitor/maintain supply levels (e.g., expendables, non-expendables, equipment replacement parts)
23.10.06.04 Prepare purchase requisitions for needed supplies
23.10.06.05 Maintain file of current MSDA applicable to dental office.
23.10.06.06 Schedule routine equipment maintenance and repairs

23.11.00.0 Radiographic Procedures (licensed by Ohio Dental Board)

23.11.01.0 Demonstrate knowledge of radiation safety procedures

23.11.01.01 Explain local, state, and federal health and safety standards for radiologic equipment
23.11.01.02 Demonstrate state and federal health and safety standards and procedures for equipment operator and patient

23.11.02.0 Expose films

23.11.02.01 Practice universal/standard precautions
23.11.02.02 Follow manufacturer's specifications for film and equipment placement (e.g., storage, shelf-life)
23.11.02.03 Select accessories for radiographic procedures, including film of proper size and speed
23.11.02.04 Prepare accessories for radiographic procedures
23.11.02.05 Comply with OSHA/ODPA regulations concerning patient and operator safety during radiation procedures
23.11.02.06 Follow exposure guidelines
23.11.02.07 Explain x-ray procedures for patient
23.11.02.08 Position patient
23.11.02.09 Identify radiographic anatomical landmarks
23.11.02.10 Position film
23.11.02.11 Expose radiograph using bisecting-the-angle technique
23.11.02.12 Expose radiograph using paralleling technique
23.11.02.13 Clean/disinfect equipment

23.11.03.0 Process radiographs manually and automatically

23.11.03.01 Practice universal/standard precautions
23.11.03.02 Comply with OSHA/EPA regulations concerning use of radiographic equipment and solutions
23.11.03.03 Follow manufacturer's instructions for equipment operation
23.11.03.04 Follow established darkroom procedures in developing, fixing, and drying radiographic film
23.11.03.05 Comply with OSHA/EPA safety regulations for prevention of eye injuries and minor burns
23.11.03.06 Clean/disinfect equipment

23.11.04.0 Manage the mounting, duplication, and storage of radiographs

23.11.04.01 Handle film in accordance with established procedures
23.11.04.02 Place radiographs in mounts
23.11.04.03 Label mounts
23.11.04.04 Store mounted radiographs
23.11.04.05 Duplicate radiographs for documentation

23.12.00.0 Communications

23.12.01.0 Apply basic communication skills in written and oral applications

23.12.01.01 Apply listening skills
23.12.01.02 Evaluate audience
23.12.01.03 Organize thoughts
23.12.01.04 Speak clearly
23.12.01.05 Clarify instructions
23.12.01.06 Apply basic grammar rules in communications
23.12.01.07 Use courtesy in all interactions
23.12.01.08 Give orders, directions, and instructions
23.12.01.09 Follow written and oral instructions
23.12.01.10 Employ verbal and nonverbal communication skills
23.12.01.11 Utilize standard dental, medical, and pharmacological terminology in written and oral communications
23.12.01.12 Proofread documents
23.12.01.13 Correct documents based on proofreading/editing
23.12.01.14 Demonstrate humanistic skills
23.12.01.15 Instill patient confidence
23.12.01.16 Apply team concepts

23.12.02.0 Document information

23.12.02.01 Collect data
23.12.02.02 Organize data
23.12.02.03 Utilize standard dental, medical, and pharmacological terminology in documenting information using basic grammar rules

23.13.00.0 Professionalism

23.13.01.0 Demonstrate adherence to established professional work ethics

23.13.01.01 Follow the ethical principles adopted by the American Dental Assistants Association (ADAA) and ODPA
23.13.01.02 Maintain a positive, professional attitude
23.13.01.03 Demonstrate punctuality
23.13.01.04 Demonstrate dependability
23.13.01.05 Demonstrate flexibility
23.13.01.06 Demonstrate loyalty
23.13.01.07 Demonstrate honesty
23.13.01.08 Demonstrate initiative(i.e., self-starting, willingness to help)
23.13.01.09 Demonstrate self-confidence
23.13.01.10 Employ characteristics and responsibilities of teamwork
23.13.01.11 Participate in staff meetings
23.13.01.12 Demonstrate respect of self and others
23.13.01.13 Participate in the democratic process
23.13.01.14 Maintain confidentiality in handling discretionary issues(e.g., patient information, office and personal information)
23.13.01.15 Employ established time-management and organizational techniques
23.13.01.16 Employ established decision-making, problem solving, and prioritizing techniques

23.13.02.0 Assist in the achievement of the employer's goals

23.13.02.01 Determine own responsibility in relation to employer's goals
23.13.02.02 Set own performance standards for each goal
23.13.02.03 Discuss goals with employer
23.13.02.04 Accomplish job tasks
23.13.02.05 Monitor progress based on feedback received
23.13.02.06 Exhibit dress and grooming appropriate for the dental office

23.13.03.0 Demonstrate professional and career development

23.13.03.01 Demonstrate professionalism (e.g., appearance, courtesy, respect for self and others, attitudes, and communication skills)
23.13.03.02 Examine career opportunities
23.13.03.03 Develop career goals
23.13.03.04 Develop mentor relationships
23.13.03.05 Manage personal professional growth
23.13.03.06 Participate in continuing education and/or training meetings, workshops, conferences, and professional organizations
23.13.03.07 Acquire state and national credentials